



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 101 - Human Resources

Human Resources - 101.00		
S.O.P. # 101.01	Duty Schedule and Platoon Deployments	PAGE: 1 OF 3
EFFECTIVE: 07/01/2001	Authorized: John Filer, Chief	
REVISED: 01/07/2018	Authorized: William Stephens, Director	

101.01.01 Purpose

To establish general procedures for the scheduling and deployment of personnel from the EMS and Hazmat Divisions.

101.01.02 General

Minimum staffing must be maintained in an effective manner as to ensure proper service coverage throughout the County. It is the responsibility of Operations to maintain the duty schedule and ensure minimum staffing.

101.01.03 Definitions

1. **Platoon** - The duty schedule is separated into five (5) platoons:
 - a. Alpha (A) Platoon - Rotational
 - b. Bravo (B) Platoon - Rotational
 - c. Charlie (C) Platoon - Rotational
 - d. Delta (D) Platoon - Rotational
 - e. Echo (E) Platoon - Day Work

Alpha through Delta platoons encompass all of the rotational shifts for all staffed stations on the duty schedule for that particular day. Personnel assigned to day work schedules will be assigned to Echo Platoon. Day work hours vary upon assignment and mission requirements, work shift hours are reflective on the daily duty schedule.

2. **Station** - There are several physical stations where personnel are staffed throughout the County. A station may be a physical facility or geographic post where personnel on a specified platoon are assigned to quarter and respond from during their shift.
3. **Work Shift** - The time period during which an employee is at work.



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101.01.04 Duty Schedule Policy

1. The official means of employee scheduling is the application Snap Schedule 365.
2. A current duty schedule will be maintained by Operations on Snap Schedule 365. All personnel shall utilize Snap Schedule 365 for all scheduling applications. The application will allow employees to view their schedule in real time and in advance as well as request time off, perform shift trades and submit bids for vacant openings.
3. The start time posted on the duty schedule is the time the unit is in service. It is recommended that personnel report for duty several minutes prior to the start of their shift in order to ensure a proper unit check off and turnover.
4. Operations reserves the right to adjust the duty schedule as needed to maintain minimum staffing standards (SOP 100.35) and effectively accomplish the mission of the Department.
5. Operations has the right to adjust the duty schedule as needed to accommodate heavy service demands through up staffing or mandatory hold-over.
6. Final approval of the duty schedule is at the discretion of the Operations Chief.

101.01.05 Platoon and Station Deployment Policy

1. Upon graduation from the Academy and completion of their field training time, each employee will be assigned to a platoon as needed to effectively deliver service by Operations.
2. Each employee will also be assigned to a station within their platoon as needed to effectively deliver service by Operations.
3. Operations reserves the right to transfer personnel between stations within their assigned platoon as dictated by the mission and needs of the Department. In order to accomplish this task personnel may be subject to station transfers without advanced warning.
4. If there is a need to adjust the duty schedule which causes a platoon transfer, the affected employee/s will be given a courtesy notice of thirty days (30). The new start date of the transfer will be effective as instructed post this thirty (30) day period.
5. All transfer notifications will be issued in writing via the form of Transfer Orders and disseminated through the employee's chain of command.
6. All Transfer Orders will be signed by the Chief and the Director of Emergency Services and posted on Power DMS.
7. Personnel who desire to transfer from their assigned platoon of station may initiate a platoon or station transfer request in writing via the employee's chain of command. All requests are subject to the availability of a vacancy, mutually supportive requests among peers and/or needs of the Department.
8. An employee may only transfer to another station or platoon via self-initiated request once (1) a calendar year.

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101.01.06 Transfer Request Policy & Procedures

1. Platoon and/or station transfer requests must be submitted in writing via Inter-Departmental Memorandum or county email to the Operations Captain stating the following information:
 - a. Employee name and ID number,
 - b. Date of submittal;
 - c. Platoon and station desired;
 - d. Employee signature;
 - e. If the request is mutually supportive by another peer then both parties must sign the request.
2. All transfer requests will be reviewed by the Operations Captain to ensure that the mission integrity of the Department will be maintained with approval of the request.
3. Transfer requests are not guaranteed, personnel are assigned as dictated by the needs of the Department.
4. Final approval or denial of all personnel changes is at the discretion of the Operations Chief and will be delivered in writing.